

Ticket exchange terms and conditions

2025 Season

Date changes are possible for tickets of the same category and for an equal or higher rate (in which case the price difference must be paid).*

Visit tickets :

“Le Grand Noël” ticket:

- Non-refundable, non-exchangeable.
- Date changes possible up to 5 days before your visit, subject to availability, until January 4, 2026.

“Day visit” ticket (outside special events):

- Non-refundable, non-exchangeable.
- Date changes possible up to the day before your visit, and until November 2.

Animations :

- Non-refundable, non-exchangeable.
- Animation: up to **14 days before.**

Shuttles :

- Non-refundable, non-exchangeable.
- Navette Melun” ticket until **the day before your visit.**

**It is not possible to exchange a “Day Visit” ticket (outside special events) for a “Le Grand Noël” ticket. However, a “Le Grand Noël” weekday ticket can be upgraded to a weekend or holiday “Le Grand Noël” ticket.*